

Residential Experience Division

ANU Residential Handbook 2023



Australian
National
University

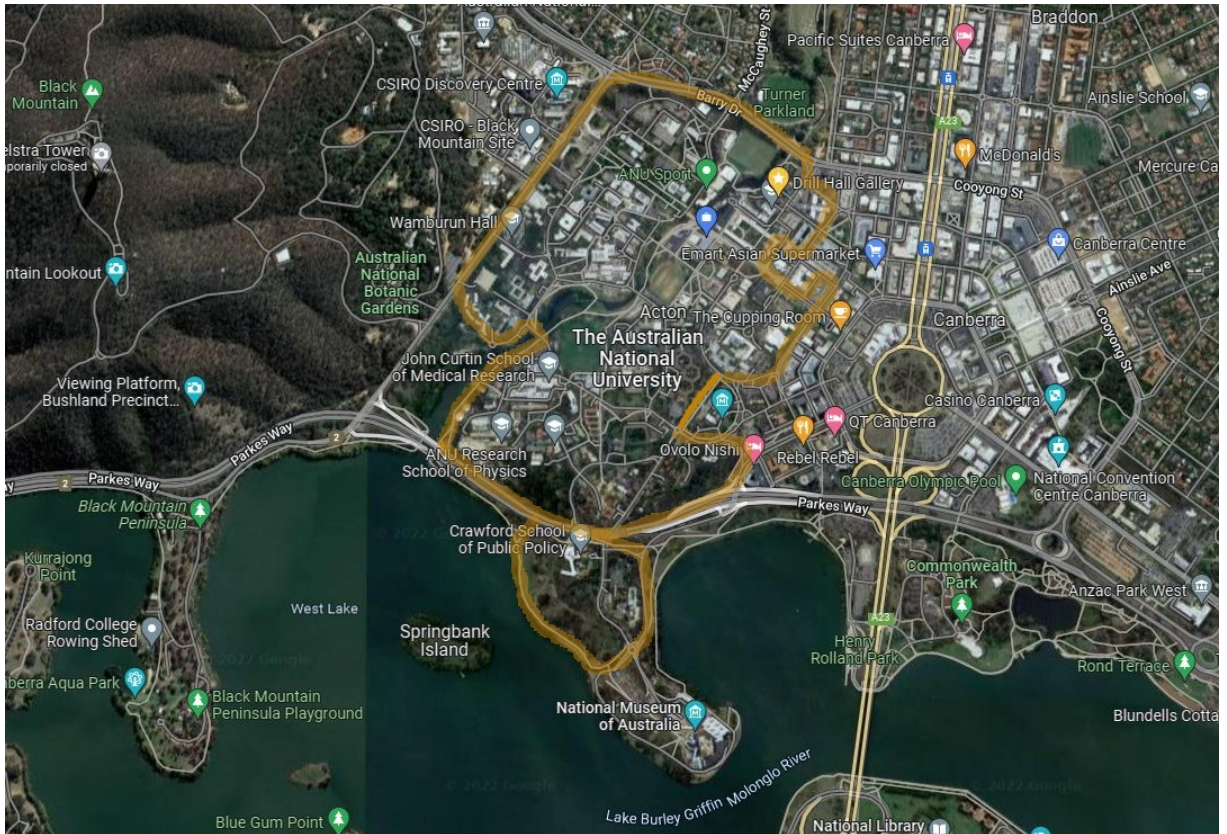


Acknowledgement of Country

We acknowledge and celebrate the First Australians on whose traditional lands we meet, and whose cultures are among the oldest continuing cultures in human history.



Welcome



On behalf of The Australian National University and the Residential Experience team, I welcome you to your new home away from home. This is an exciting time for you as you commence your studies, embrace a new diverse and vibrant campus community, and make life-long friends from all walks of life.

ANU provides a network of support within the residences and across the campus to ensure your wellbeing and success while living and studying at the ANU. We encourage you to access this support by contacting the student leaders, including the Senior Resident (SR) assigned to your floor, and the staff in the residence. Your success is dependent on the effort you put into participating in the life of your community, the connections you make with peers and staff, and the amount of work you put into your studies.

Your safety, care and wellbeing is important to us. If you are living away from home or living on campus for the first time, it's important that you understand both the expectations and guidelines for living in ANU Residences.

This handbook includes necessary information to help you live in a community of scholars and to settle into your new home. Please read this handbook carefully as it forms part of the terms and conditions of your Occupancy Agreement and reference to key policies, procedures, administration, and facilities.

I wish you a happy and successful journey at ANU.

Ms Nicki Middleton PSM

Chief Residential Services and Operating Officer
Residential Experience Division

Disclosure of information about your Occupancy Agreement

The University will only engage with you on matters relating to your Occupancy Agreement – this includes if you are under 18 years old. This includes matters relating to the terms of your agreement, finances, fines, other fees and any termination of your Agreement. An exception to this may be where there is an emergency and you have provided an emergency contact.

Your written consent is required if you want a representative to act on your behalf, such as a parent, guardian or trusted individual. The consent should include; name of the authorised person, their relationship to you, and the timeframe for which we can discuss your Agreement with them and answer any questions about you that they may have.



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ANU Residences (Referred as ‘the Residences’ or ‘ANU Residences’ in this handbook.)



Bruce Hall (including Packard Wing)



Burgmann College *



Burton and Garran (B&G) Hall



Davey Lodge



Fenner Hall



Graduate House



John XXIII College *



Kinloch Lodge



Lena Karmel Lodge



Toad Hall



University House



Ursula Hall (including Laurus Wing)



Wamburun Hall



Warrumbul Lodge



Wright Hall

**Affiliate accommodation colleges*

Bruce Hall (including Packard Wing)

Bruce Hall has established itself as a true community of scholars, where individualism is respected and excellence in all things is encouraged. In 2019, new and existing Bruce Hall residents occupied the newly built state-of-the-art residence located on Daley Road. The residence was designed with input from students themselves, as it aimed to retain the community features that make Bruce Hall so special.

Packard Wing was completed in 2004 and houses later-year undergraduates and postgraduate students. Residents of Packard Wing can participate in the Bruce Hall, main wing activities and events.

Contact

T +61 2 6125 6444

E reception.brucehall@anu.edu.au

Burton and Garran (B&G) Hall

B&G is a multicultural Hall, with people from all over Australia and all over the world, studying different degrees and at various stages of their studies. The cultural diversity of B&G allows its residents to experience deep and meaningful relationships. We have a focus on the arts, sports, academic and positive community spirit.

Contact

T +61 2 6184 0000

E enquiries.bg@anu.edu.au

Davey Lodge

UniLodge @ ANU - Davey Lodge offers students a wide range of apartments, from single occupancy studios to five-bedroom multi-shares. Everything has been designed to make your student life as engaging as possible and help you excel at your studies.

Davey Lodge opened in January 2010 and each floor features generous common spaces to foster intellectual and social interaction for lasting friendships, academic stimulation and of course, fun!

Contact

T +61 2 6184 5000

E reception.davey@unilodge.com.au

Fenner Hall

Fenner Hall, in the heart of the Kambri precinct, is just a stone's throw away from cafes and eateries, playing fields, medical facilities, galleries, theatres, a bookshop, gyms, a swimming pool, and central teaching facilities and services.

The Fenner Hall community prides itself on being inclusive, and guided by values of independence, respect, curiosity and doing things just a little bit differently. The Fenner community is nurtured by passionate advocates and a desire to implement ongoing positive change for our residents who come from around Australia and the world.

Contact

T +61 2 6125 9000

E reservations.fennerhall@anu.edu.au

Graduate House

With more than 150 graduate students from 30+ countries, residents of the Graduate House form a thriving and supportive community of scholars. Graduate House provides a quiet environment in which residents are encouraged to participate in the academic and social life of a graduate community, but also able to live and work independently and without being disturbed by others.

Graduate House has a long history of fostering diversity, with a student body reflective of the broad cultural mix on campus, and consistent with the international role of the ANU.

Contact

T +61 2 6125 1999

E Graduate.House@anu.edu.au

Kinloch Lodge

UniLodge @ ANU - Kinloch Lodge is located close to the city centre and still only a five-minute walk from the heart of ANU's campus. Public transport, shops, banks, and food options are all at your door.

Kinloch offers a range of student apartments from single studios to six-bedroom multi-share apartments, all with kitchens and study desks. The creative designs are focused on maximising space and harmony. Many apartments include balconies for fresh air and entertainment with large open plan living rooms which allow for spacious lifestyles and room to move.

Contact

T +61 2 6184 5600

E reception.kinloch@unilodge.com.au

Lena Karmel Lodge

UniLodge @ ANU -Lena Karmel Lodge has state-of-the-art building features a gym, rooftop garden, large common area, as well as a beautifully designed staircase and atrium that helps reduce the building's carbon footprint. There are retail outlets on the ground floor and a food court providing affordable healthy meal options.

Contact

T +61 2 6125 7900

E reception.lenakarmel@unilodge.com.au

Toad Hall

Toad Hall opened its doors on April Fool's Day 1974 -something which residents still celebrate with an annual 'Friends and Follies' party. The hall is a bricks and mortar representation of the spirit of student activism prevalent in Australia during the late sixties and early seventies.

Today's 'Toadies' are postgraduate students who have come from all corners of the globe to study at ANU. About 50 countries are represented among its 227 residents –making Toad Hall a mini United Nations and reflective of its motto 'Unity in Diversity.'

Contact

T +61 2 6125 6060

E toad.hall@anu.edu.au

Ursula Hall (including Laurus Wing)

Ursula Hall, one of the oldest ANU Residences, was opened in 1968. At the centre of the Main Wing a bright and sunny courtyard, which is in many ways the heart of the hall. As one of the smaller catered options on campus, Ursula Hall fosters a vibrant, tight-knit, resident-driven culture with the key values of inclusiveness, respect, and academic curiosity.

Laurus Wing residents have the option to participate in as many or as few college events and activities. They have full access to the facilities at Main Wing, including the common room, canteen, and games room.

Contact

T +61 2 6125 6200

E ursula.hall@anu.edu.au

Wamburun Hall

Wamburun Hall welcomed its first cohort of students in 2019. Named after the local Indigenous word for large black cockatoo, the striking glass building, located at the foot of Black Mountain, houses 500 self-catered rooms.

Wamburun residents enjoy the benefits of living in a culturally diverse, inclusive, and supportive community –close to the city, their classes, and the beautiful Australian bushland. All residents have the opportunity to participate in inter-hall social, arts and sports programs and a program of events presented by the residential community and the Hall.

Contact

T +61 2 6125 5233

E reception.wamburunhall@anu.edu.au

Warrumbul Lodge

UniLodge @ ANU -Warrumbul Lodge, opened in January 2011, has all the facilities you could need, and support is always on hand.

The atmosphere at Warrumbul Lodge supports academic development, personal development, and long-lasting friendships. The community strives to embrace the multicultural needs of all student residents. You will be well-connected to the campus and everything in it, plus the city centre is very close by. We strive to cater to the multicultural needs of all our residing students.

Contact

T +61 2 6125 7500

E reception.warrumbul@unilodge.com.au

Wright Hall

Wright Hall offers each resident a place to call home in a vibrant community and with state-of-the-art facilities.

Wright Hall's rooftop pavilion is well known among the ANU community for the panoramic views of Canberra, making it a great space for study and relaxation. Its well-designed common spaces, including study rooms, cater for a live-in learning environment. Wright Hall stands side-by-side with the Bruce Hall, both designed to provide students with one of the world's best on-campus experiences.

Contact

T +61 2 6125 6888

E reception.wrighthall@anu.edu.au

Other affiliate colleges

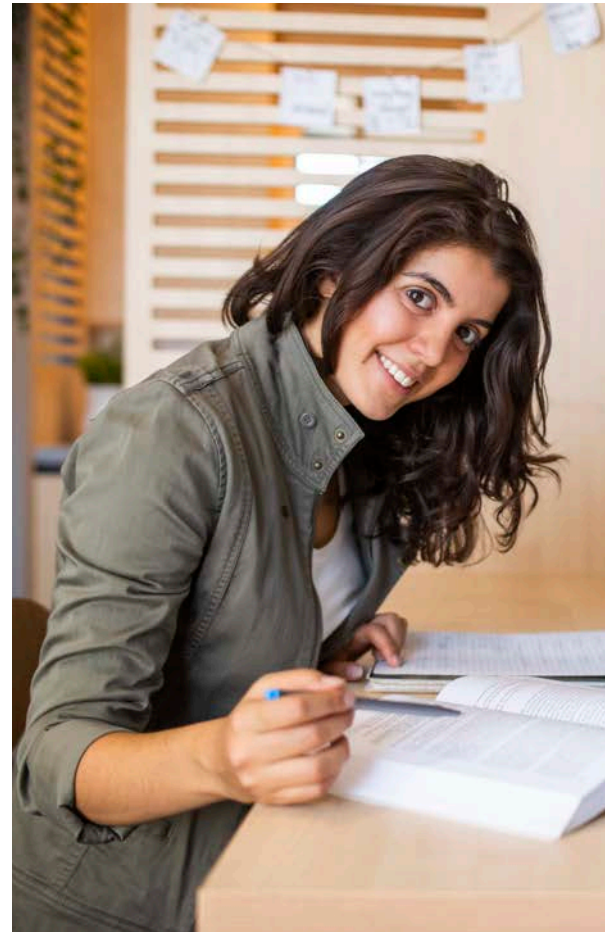
The ANU also has two affiliate accommodation colleges, Burgmann College, and John XXIII College. Please contact reception@burgmann.anu.edu.au or enquiries@johnxxiii.anu.edu.au for further information.

Your residential experience and support

We aim to provide a respectful, safe, supportive, and inclusive living experience that enables your overall success in University experience and studies. All ANU Residences are communities with the following core values.

- Collegiality and respect underpins all interactions.
- Diversity is valued and sought.
- Academic endeavour is supported and achievements are celebrated.
- Independence is encouraged and support is readily available.
- Informal social interactions and programmed events and activities enrich your campus experience.

The ANU Residential Handbook, essential reading for new and returning residents, outlines the expectations we have of you as a resident, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to ease your transition to on-campus living and help you to thrive in your community.



The fine print

This Residential Handbook forms part of the Occupancy Agreement. Signing the Agreement indicates that you have read, understood and agreed to the rules and policies outlined in this Handbook. Breaches of these rules and policies will constitute a breach of your Occupancy Agreement and/or result in disciplinary action.

ANU Residences rules and policies

As a student at ANU and a resident in the Australian Capital Territory (ACT), various laws of the Commonwealth and ACT will apply to you, including ANU statutes and rules.

As a student of ANU, you are expected to have full knowledge of and abide by the ANU statutes, rules, policies, orders, and procedures. The ANU policy framework ensures safety, wellbeing and inclusion of all residents, staff and visitors and protection of property.

In addition to the laws and policies specified in this document, we would like to draw your attention to the following policies which are of particular relevance to you as an on-campus resident:

- 1 [Student Code of Conduct](#)
- 2 [Discipline Rule](#)
- 3 [Prevention of discrimination, harassment, and bullying](#)
- 4 [Equity and Diversity](#)
- 5 [Equal Opportunity](#)
- 6 [Acceptable Use of Information Technology](#)
- 7 [Student Grievance and Complaint Resolution](#)
- 8 [Privacy](#)
- 9 [Sexual Misconduct](#)

Prohibited activities

Within this Handbook, a range of prohibited activities are outlined. It is important that you read these and understand your obligations when residing in the student residences. Non-compliance will constitute a breach of your Occupancy Agreement and/or result in disciplinary action.

1. Ground rules and handy information

1.1. Mail

Your mailing address will be:

- <Your name>
- <Name of your residence>
- <Your room number>
- <Your residence's postal address>
- Canberra ACT 2601
- Australia

All mail, including parcels, registered or regular mail, is delivered to the residence. The items will be sorted into your allocated mailbox/pigeonhole. Larger items and parcels can be collected from the Front Office. The staff may request to see a form of photo ID and you will not be given any item not addressed to you.

Food deliveries (uber, Hellofresh and equivalent) need to be collected immediately upon delivery. ANU and the accommodation staff take no responsibility for deliveries that are not received.

1.2. Finding your way around campus, parking, and transport

The [interactive online campus map](#) is a useful tool to navigate to various facilities, buildings, and parking spaces around the ANU campuses.

The University's Acton campus caters for student, staff, and visitor parking. [Visit the ANU website](#) for further information about various transport options and parking on campus.

ANU offers limited paid parking. If you intend on bringing a car you should discuss with ANU parking prior to arrival at parking@anu.edu.au. With reliable public transport, short distances and great cycling facilities, we encourage you not to bring a car. Transportation is easily accessible being so close to the city; buses, Uber, taxi services and the tram are all great forms of travel. The services are reliable and timely. There are walking tracks close by with some of the best views of Canberra.

If you like to hike, Black Mountain Tower is on your doorstep. In Canberra, we have access to e-scooters. These e-scooters, or electric scooters use a rechargeable battery as a power source. You can also choose car sharing services provided by [Flexicar](#) and [bike share](#) services at the Acton campus.

1.3. Use of shared facilities

Each Residence has a range of amenities for the enjoyment of all residents, including living spaces, kitchens, storage, and dining areas. You are encouraged to use these spaces and facilities. Remember to be respectful by keeping noise to a minimum and cleaning up after yourself.

1.4. Cameras and audio visual devices in private spaces

Cameras and mobile phones and any other audio visual recording equipment should not be taken into private spaces like bathrooms and shower rooms.

1. Ground rules and handy information

1.5. ANU Below Zero

ANU has announced the Below Zero Initiative, which aims to transition ANU from being part of the problem to becoming part of the solution. The goal is for ANU to achieve below zero emissions by 2030 for energy, waste, work travel and direct on-campus greenhouse gas emissions.

Your residence may have adopted practical emission-reduction and sustainability measures – including the use of water and electricity. You are expected to comply with relevant directives and modify your behaviour to care for your residence and campus environment.

1.6. Gambling

Unlawful gambling is not permitted in accordance with the Unlawful Gambling Act 2009. Unlawful gambling includes games for money or items of value that are conducted in common areas of the Residence.

1.7. CCTVs in Residences and around campus

There are CCTV cameras in public spaces in all ANU Residences and around the campus. The cameras are live 24/7 and capture footage, images and/or sound, to ensure the safety and security of students, staff, and infrastructure. The footage may be accessed and released, consistent with [ANU Privacy Policy](#), and may be used to investigate misconduct.

1.8. Disclosure of information and privacy

In most situations, we need your permission to disclose any personal information to parties external to the University, including parents, caregivers, and family members (subject to legal exceptions). If you do not want your personal information shared with a specific person, you must notify the Residence Management (even if you have stated this on your University academic application).

1.9. Emergency contacts

In cases where the Residence Management or nominee (including senior staff on call for a critical incident) determines that there is a serious concern for your health or wellbeing, your preferred emergency contact person/s (listed on your student record) will be contacted. Prior to doing so, if possible and deemed appropriate, you will be advised that this is going to occur, but some circumstances may permit this to be done without prior permission or advice.

1. Ground rules and handy information

1.10. Who do I contact for assistance with my room and other facilities?

All maintenance issues and requests can be logged via the StarRez student portal.

If you need further assistance about unresolved maintenance issues or problems with your room or shared facilities, please contact your Residence Management or Front Office or the portal.

For urgent after-hours assistance, please contact the Senior Resident On-Call.

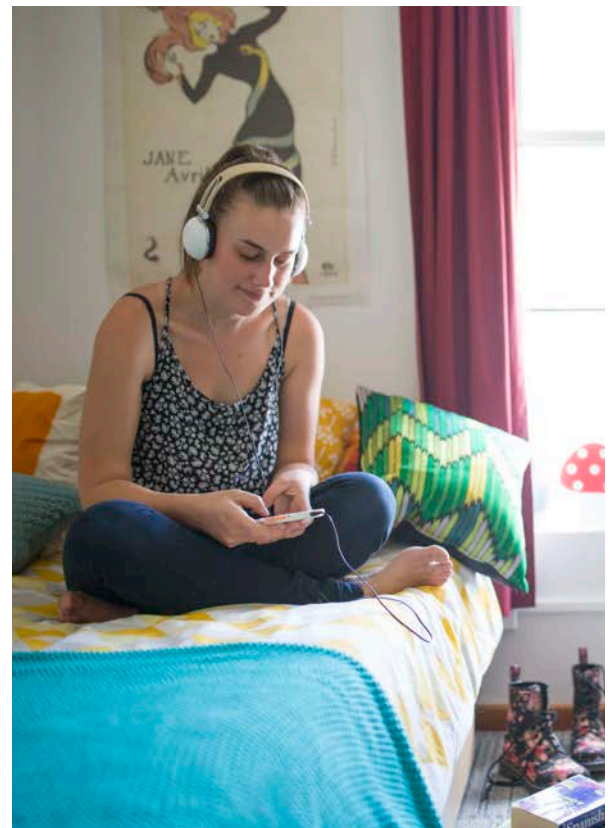
Please notify Residence Management immediately if you experience or witness a situation that has caused or may cause harm, injury, or property damage.

1.11. Residence-specific policy areas

Each ANU Residence has its own history, distinct culture, traditions, and demographic mix, as well as differences in the physical buildings and will advise residence-specific guidelines, policies, and rules which you must follow.

Some of the local policies will include:

- specific restrictions on noise
- appropriate use of common areas and shared facilities, balconies, and rooftop areas
- restrictions relating to alcohol consumption
- social gatherings and events procedures
- lockout policies
- storage of residents' possessions
- additional residence-specific requirements for visitors and guests.



2. Safety, Security and Support



As a member of the ANU Residential community, you are expected to take responsibility for maintaining the safety and security of your environment.

One of the simplest ways is to immediately report any issue of concern, be it maintenance, security, or resident wellbeing. Other ways you can contribute to the safety of your community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don't let any non-residents into the Residence. As per the Clause 15.2 of the Occupancy Agreement, the University and Residence Management will not be liable for any loss or damage to your personal items, furniture, property or other good that you may bring into your room or the Residence.

You are entitled to use your room as your residence. You are not permitted to operate a business from your room or otherwise use your room for commercial purposes.

2.1. Entering your room

As per Clause 7 of the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning, or other reasonable purposes, including welfare checks. No matter the circumstances, Residences will incorporate the '3 knock' rule prior to entering your room.

- a. While being respectful of the resident's privacy and time, we will conduct periodic room inspections. You will be given a notice a minimum five days prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and advice on how to remedy the situation and then your room will be reinspected at a later time. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and/or repairs made and to pass the costs on to you.
- b. The reporting of a maintenance issue to the Residence is taken to mean that you have granted permission to enter your room to resolve the issue, sometimes without notice (except for the '3 knock' rule).
- c. You are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings, if necessary.

2. Safety, Security and Support

2.2. Personal safety

a. Personal safety is important for everyone on campus. By recognising and avoiding potentially risky situations, you can increase your personal safety. When walking around campus, please be mindful of vehicles and cyclists and use pedestrian crossings when appropriate.

b. All staff and students should download the [ANUOK app](#) – the official safety and wellbeing app for our ANU community. The app features quick access to UniSafe, emergency information and current alerts, COVID updates, safety tools, a campus map and other personal support resources.

c. It is recommended to walk with friends at night and to use lighted footpaths. The [ANUOK app](#) also has the ‘Virtual Walkhome’ feature and walk home with a friend options.

d. [UniSafe](#) and [Student Safety and Wellbeing teams](#) offer a range of services to keep students safe on campus, including:

- personal safety escorts (provided by UniSafe patrol)
- assistance with building lockout access
- afterhours assistance
- incident response
- parking management.

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the University is committed to take measures to support you. These measures may include but are not limited to:

- assisting you to obtain advocacy,
- academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus
- ensuring that the parties remain apart on campus
- assisting you to temporarily (or permanently) move accommodation.

For more information on safety and security on campus, please visit [ANU Campus safety and security](#). To contact UniSafe, call 02 6125 2249 (extension 52249 from internal phones) or use the [ANUOK app](#) and follow the prompts.

2. Safety, Security and Support

2.3. Weapons

a. You are not permitted to bring into the Residence buildings or grounds any item which is listed as a prohibited item under the ACT Prohibited Weapons Act 1996, even if you have a license to possess the item.

b. You cannot bring into the Residence any home-made projectile equipment.

c. Excluding the above, you can apply for Residence Management's permission for an item, such as a sword or a bow that is required for a legitimate reason e.g. sport, work, ceremonial purposes, etc.

d. On a case by case and limited basis, the Residence Management may approve the item in the Residence considering:

- the item can be stored in another location such as a club
- the item can be stored in an appropriate securable storage space in the Residence administration area
- the item can be stored in a secured container in the student's residence
- the item can be stored in a way that ensures the safety and wellbeing of the owner and the community.

e. In addition if the weapon is to be stored in the student's residence then conditions should apply, such as:

- the item is not to be handled except for transport and cleaning
- the item is to be stored in a lockable container and not accessible by others
- the item is not to be handled by any other person
- the item should not be brandished around
- the item should not leave the students residence except to be transported to and from events where the item is a requirement of sporting, work, or ceremonial responsibilities
- the permission to store the weapon can be revoked by the University in the event of behavioural or self-harm issues or breach of conditions.

f. Any permission/agreement must be in writing and signed by both parties and can be revoked by the University if applied conditions are breached or additional risk factors are identified or emerge.

g. Firearms will never be approved for being brought into or stored in any ANU Residence.

2. Safety, Security and Support

2.4. Electrical

a. The use of travel adaptors and multi-plug devices in your room or anywhere in the Residence, including the shared kitchen, is permitted only when the adaptor or device is made to Australian Standards and bought in Australia. It is prohibited to use items that do not meet these Standards or are purchased outside of Australia.

b. An item not meeting these Standards increases the chance of causing a fire alarm, which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees.

c. If during a routine inspection (see clause 2.1), an adaptor or power board is found that does not meet these requirements, it will be confiscated and returned when you vacate. You may also incur a fine.

d. We do recommend you undertake electrical testing and tagging of your items to give yourself assurance on the safety of your electrical items.

e. For fire safety and electrical loading limitation, you are not permitted to have the following electrical items in your room, unless allowed by Residence Management.

- Heaters of any description.
- Cooking equipment, including toasters and rice cookers (Laurus and Packard Wing occupants excepted).
- Air-conditioning units.
- Washing machines or dryers.
- Electric blankets.
- Irons.
- Double adaptors (only power-boards with overload protection, bought in Australia and meeting Australian Standards may be used).
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard.

If in doubt, you should check with the Residence Management.

2. Safety, Security and Support

2.5. Fire safety

2.5.1. Fire safety equipment

- a. Your room is a fire rated room and the door is classed as a fire egress door. It is a serious offence under the [Emergencies ACT 2004](#) Section 96 (3) to tamper with the door closer to prevent your door from closing properly.
- b. Likewise, it is a serious offence to tamper with any other fire safety equipment within the Residence, such as fire hoses, extinguishers, and fire blankets.
- c. Detectors for heat and smoke are located throughout the building and it is an offence to tamper with them or cover them in any way. Any such action will constitute a breach of your Occupancy Agreement (Clause 6.1) and/or will result in disciplinary action.
- d. Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.

2.5.2. Fire alarm

- a. During a fire alarm, a loud signal will sound in the Residence and you must follow the evacuation diagram directions (posted in the common areas) and instructions from the fire warden team.
- b. There will be fire drills during the year. For your own safety, please treat them seriously.

c. False fire alarms caused by neglect and/or mischief will attract a fine – the amount is specified in the Schedule of Fees.

d. Intentional false alarms, or disobeying the instructions of a Fire Warden will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

2.5.3. Fire alarms: nuisance and damage

- a. Activation of the fire alarms in Residences either by accident or malicious acts will result in a large fine being applied to the person responsible for setting off the alarm (refer to Schedule of Fees). This fine covers the costs incurred by the ANU from the ACT Fire Department and external contractors whenever a fire alarm is activated. Your Residence will provide advice and training at the beginning of your contract on how to avoid triggering the fire alarms.
- b. Similarly, careless or irresponsible triggering of break glass alarms will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

2.5.4. Fire safety: prohibited activity

- a. The use of candles and incense in rooms is strictly prohibited.
- b. Cooking in rooms that do not contain cooking facilities is strictly prohibited (self-contained rooms in Packard and Laurus Wing Lodges excepted).

Placing metallic items in the microwaves is strictly prohibited.

2. Safety, Security and Support

2.6. Items in the corridors

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of the Residence. These constitute a safety issue in the event of an evacuation.

2.7. Safe reporting environment: feedback and complaints

ANU Residences are committed to providing a safe reporting environment for all residents in relation to feedback, concerns, and complaints.

2.7.1. As part of this commitment, you can expect staff to:

- a. maintain high standards of confidentiality
- b. welcome complaints or areas for improvement as an opportunity to receive valuable feedback on policy, procedures, facilities, and all other aspects of the day-to-day life of the Residence
- c. respond to complaints in a sensitive and timely fashion with due regard to procedural fairness
- d. involve you in the decision making process around actions to be taken in response to your complaint where appropriate

- e. provide clear reasoning for any decision
- f. provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion
- g. actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

2.7.2. As a resident, you are expected to contribute to a safe reporting environment by:

- a. showing respect for the diversity of perspectives which exist within the Residence community and actively seeking to understand views which differ from yours
- b. responding respectfully and constructively to any resident who makes a complaint
- c. addressing your complaint in a way which is constructive, and does not include behaviour which constitutes bullying or harassment
- d. you may seek independent advice from the ACT Human Rights Commission at any stage
- e. other external agencies are also available for independent advice and advocacy
- f. once you have exhausted these steps and you remain dissatisfied with the outcome you may raise a grievance with ACT Civil and Administrative Tribunal (ACAT).

Relevant contact details are included at the end of this handbook on page 34.

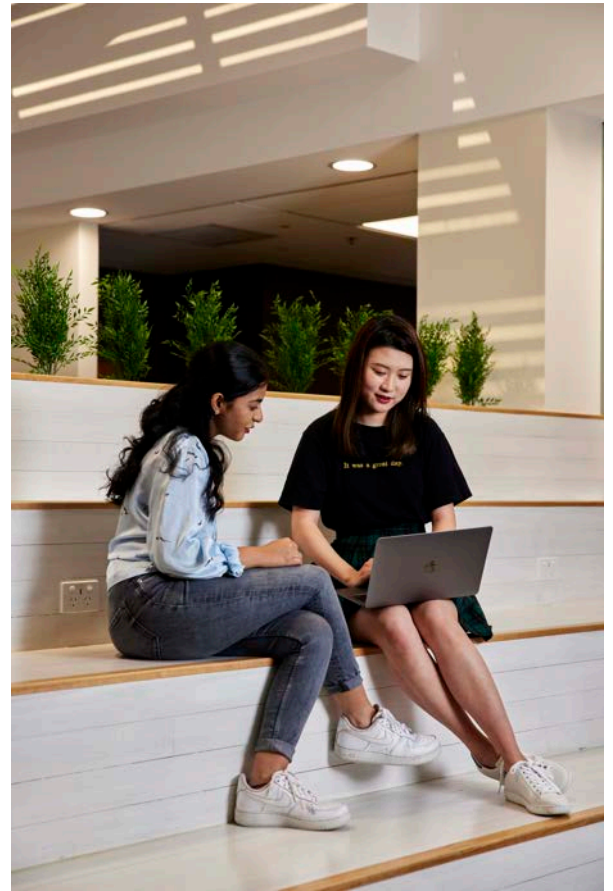
2. Safety, Security and Support

2.8. Academic expectations, support and enrichment

a. ANU has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Residence. Please refer to the [Student Assessment \(Coursework\) Policy](#).

b. The Residence expects that having been offered a place at ANU, you have the skills and ability required to achieve academic success. If you are experiencing academic difficulties, it is our expectation that you will actively engage with the support networks available to you both within the Residence and in the wider ANU. You must attend any meetings with Residence Management to discuss your academic progress.

c. Students in the Residences have access to a framework which cultivates partnerships between the ANU Residences, academic and professional units on campus, and the ACT community. This program of activities extends residential students' learning and development opportunities beyond the classroom.



3. Behaviour

3.1. Key behaviour rules

- a. All Residents are expected to comply with the terms of their Occupancy Agreement, including this Residential Handbook. As a student of ANU, you are also required to comply with the [Student Code of Conduct](#).
- b. Certain behaviour will constitute a breach of your Occupancy Agreement and/or result in disciplinary action. As a student and resident at ANU you should be familiar with the behavioural requirements in your Occupancy Agreement and behaviour that constitutes misconduct under the Discipline Rules.
- c. Under your Occupancy Agreement, if your behaviour is deemed unacceptable, the University may take further actions as described in your Occupancy Agreement and which may include termination of the Occupancy Agreement.
- d. You are also required to comply with the reasonable directions of the University, including the Residence Management. In some cases these directions may include the development of a behaviour management plan. If you are unable to comply with reasonable directions, the University may also take further actions as described in your Occupancy Agreement and which may include termination of the Occupancy Agreement.

3.2. Disputes

Disputes relating to your Occupancy Agreement should be notified in accordance with the dispute resolution provisions set out in the Occupancy Agreement.

3.3. Underage residents

- a. The University prohibits any person under 18 years from selling, supplying, purchasing, possessing, or consuming alcohol in their residence or anywhere on University premises, including your bedroom. This is supported by the University's current Liquor Statute. This will not prevent you from being able to participate fully in the life of the Residence, as most of the sporting, cultural and social activities within our communities do not include the consumption of alcohol.
- b. As an underage resident, we will apply the same approach to privacy and the disclosure of information as for those who are aged over 18 (as is described elsewhere in this Handbook). However, should we have concerns that you have been consuming alcohol, we do reserve the right to contact your listed emergency contact person(s).
- c. When you first arrive, the Residence Management will meet with you to discuss the specific matters which apply to you as an underage resident.
- d. The Residence Management is required to hold fortnightly meetings with all international students aged under-18 and submit a report to the Central Accommodation Office in accordance with the University procedure [Admission of under-18 international students](#).

3. Behaviour

3.4. Guests

As per the clause 8 of the Occupancy Agreement, a guest is any person visiting the Residence at the express or implied invitation of a resident.

- a. It is your responsibility to ensure your guests are aware of appropriate behaviour. You are accountable for the actions and behaviour of your guest(s).
- b. You will be held financially responsible for any costs related to damages caused by your guests.
- c. If you wish to invite a guest to stay for more than two nights, you need to register this person as a guest with the Front Office of the Residence. Each semester you should not exceed a cumulative total of seven nights of a guests staying with you.
- d. If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the Residence Management.
- e. Overnight guests under the age of 17 are not permitted in any Residence.
- f. Guests are not encouraged to stay in the Residence during examination period without the agreement of the Residence Management (or their nominee).

g. You are not permitted to give/loan your keys or swipe cards to non-residents for any reason.

h. A guest cannot use your bedroom when you are away from the Residence.

i. Residence staff may refuse entry to any guest or evict a guest from the Residence, for example (but not limited to), if they breach Residence policies or if their presence is distressing to another resident.



4. Wellbeing



ANU aims to provide a safe, inclusive, and respectful community that fosters health and wellbeing.

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase awareness and early help seeking behavior for physical or mental health concerns. The Residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep, and exercise, and offer a diverse range of social opportunities to promote wellbeing.

The ANU Residences support your health by training our staff and student leaders in First Aid for physical and mental health and effective helping skills.

The [Student Safety and Wellbeing](#) team offers free and confidential support for students who have been impacted by sexual assault or sexual harassment (directly or indirectly) as well as a range of other concerns that may impact on a student's engagement and experience while at ANU.

4. Wellbeing

4.1. Acute illness/incident

If you are acutely or severely unwell, including a physical or mental health crisis, you and the ANU community's safety is of primary concern.

Residential staff and student leaders will follow the University's Student Critical Incident procedure to ensure your safety and access to specialist professional services.

- a. If you become ill or sustain an injury during your time in Residence please let the Residence Management know so that we can support you to access appropriate services.
- b. Please also let the Residence Management know if you decide to take time away from the Residence to recover from an injury or illness.
- c. If ANU UniSafe or Emergency Services are contacted, the ANU Student Safety and Wellbeing Team will be notified via an incident report. A Student Safety and Wellbeing Case Manager will contact you to follow up.
- d. Reasonable adjustment plans can be put in place through registering with [ANU Access and Inclusion](#).
- e. ANU Residences are unable to provide ongoing care for students who need intensive support due to being acutely or severely unwell, or if a licensed medical professional deems necessary regular supervision for the student from a carer or medical professional.

4.2. Non-emergency transport to hospital

If you require non-emergency transport to hospital, we recommend you use a taxi or [Carshare](#) and have a friend travel with you. If you choose to be taken to hospital in a private vehicle, we recommend a friend, in addition to the driver, travel with you. Please note, for safety reasons, a student leader or residential staff member cannot transport you or accompany you to a hospital.

4.3. Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. University staff and residence leadership will call an ambulance if they believe this is the appropriate response.

Residents should be aware that it will not always be possible to obtain a resident's consent before an ambulance is called. In some cases the University may determine that an ambulance is the only appropriate transport option, even if the resident disagrees.

Ambulance costs are the responsibility of the person receiving medical care and are not covered under Medicare. It is highly recommended that students ensure they have private health cover that includes ambulance travel or obtain separate ambulance only cover.

Some outdoor activities have a higher risk profile – such as Inward Bound, participation in which may be an option for some residents.

Students wishing to participate in these activities should consider private health cover, including ambulance cover, before participation.

4. Wellbeing

4.4. Informing emergency contact person(s)

In cases where the Residence Management or nominee determines that there is a serious concern for your health or wellbeing, your listed emergency contact may be contacted. Prior to doing so, if possible, and if deemed appropriate, the Residence Management will advise you that this is going to occur.

4.5. Long-term or serious illness/disability

Some students come to the Residence with a physical or mental illness or disability. Others may develop these conditions during their stay.

a. If you have or develop an illness, mental health condition or disability, while in residence, that impacts or may impact on your success at university we encourage you to register with the University Access and Inclusion (A&I) Office.

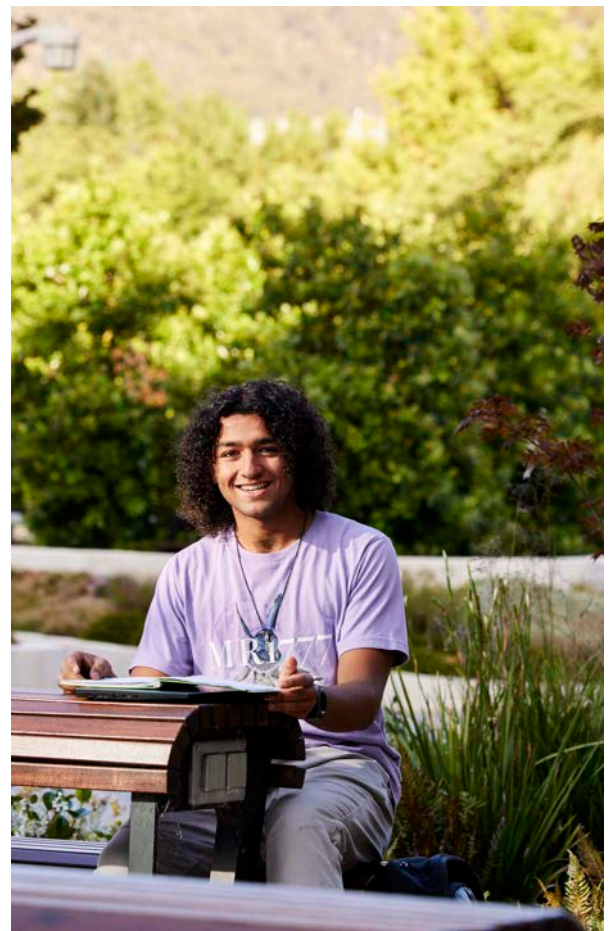
A&I can provide support in a variety of ways.

- By creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. These adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments,
- By advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments.
- Put in place accessible parking, make recommendations, and advise on modifications to residences to accommodate your registered condition and ensure accessibility to lectures and tutorials.

b. Residential staff will do their best to implement the reasonable adjustments recommended by A&I within your Residence.

c. A Reasonable Adjustment Plan (RAP) can be drafted with Residence Management if they believe such a plan will support the student to continue to live in the Residence.

d. If a serious illness or disability affects you while in Residence and the University is unable to make reasonable and appropriate adjustments necessary to accommodate your needs in the Residence, the University may terminate your Occupancy Agreement.



4. Wellbeing

4.6. Assistance animals

ANU is committed to providing an inclusive, safe, and healthy environment for all residents and ensure no student is discriminated against because of their disability.

a. In accordance with the [Disability Discrimination Act 1992 \(Cth\)](#), assistance animals must be:

- accredited under the law of a State or Territory that provides for the accreditation of animals trained to assist a persons with a disability to alleviate the effect of the disability or
- accredited by an animal training organisation prescribed by the regulations in the Act , or
- trained to assist a person with a disability to alleviate the effect of the disability and meets standards of hygiene and behaviour that are appropriate for an animal in a public place.

b. ANU will consider whether to permit assistance animals in Residence in consultation with [ANU Access and Inclusion](#) Office and in accordance with any applicable University policies in relation to assistance animals.

c. ANU will request the person with the disability to produce evidence that:

- the animal is an assistance animal (meets one of the criteria above), and
- the animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

d. Owners of the assistance animal are responsible for the full care, hygiene, and health requirements of the animal.

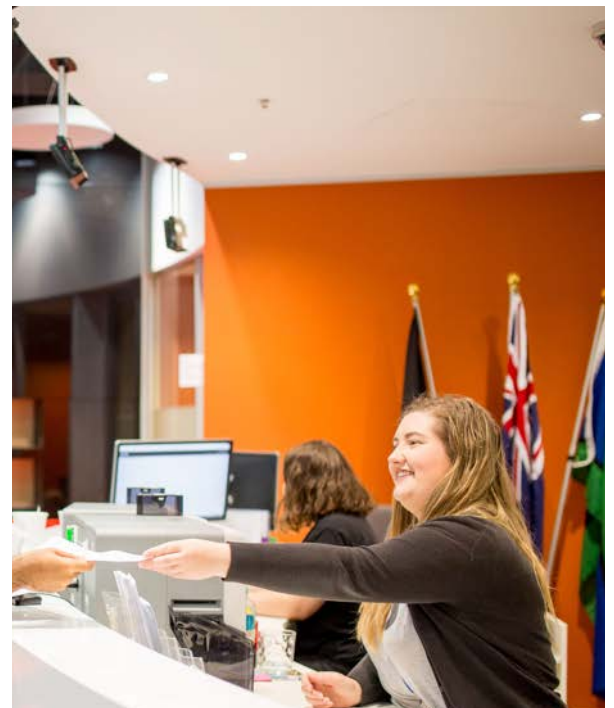
4.7. Psychological distress

a. If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know.

b. Where it does not appear safe, we strongly recommend you do not attempt to provide support to the student and utilise the support in place.

c. A designated staff member will ensure appropriate support is made available. This may include consultation with and/or referral to the [Student Safety and Wellbeing team](#), counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider.

d. A 'Safety and Wellbeing Plan' may also be developed in collaboration with the resident affected.



4. Wellbeing

4.8. Infectious and notifiable disease in residence

4.8.1. Diagnosis and reporting

- a. You should consult a doctor as soon as possible if you are unwell.
- b. Inform the Residence Management if you are diagnosed with an infectious disease.
- c. The Residence Management may refer you to University or Canberra health services or your GP for medical assistance. It is expected that you attend a consultation within a reasonable timeframe (2-3 days) and provide evidence of attendance.
- d. If you have a disease that is required to be reported by law, your doctor is required to report the disease in accordance with the Public Health Act 1997. The doctor or the ACT Chief Health Officer may direct ANU and the Residence on the management of the public health aspects of the disease.

4.8.2. Exclusion from residence during infectious period

- a. If you contract an infectious disease you may be asked to leave the Residence for the period you are infectious.

b. If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility. In cases where financial hardship can be demonstrated, some financial assistance may be available.

c. If you are required to leave the Residence because you have an infectious disease, your return to the Residence is dependent on obtaining medical advice demonstrating that you are fit to return and present no risk to fellow residents.

4.8.3. In-house isolation during infectious period

If you have contracted an infectious disease, you may be required to cooperate with staff of the Residence to ensure in-house isolation for the statutory or recommended isolation period by:

- a. restricting yourself to your bedroom and a dedicated bathroom area,
- b. avoiding common areas of the Residence,
- c. excluding yourself from any Residence activities during the infectious period,
- d. careful hand washing etc. if the infection is contagious by that route,
- e. mask wearing,
- f. no visitors within your room (excluding emergency personnel), and
- g. care with coughing, sneezing etc. in common areas.

5. Sexual harassment and sexual assault response and support

5.1. Student Safety and Wellbeing Team

At ANU, we recognise that a healthy university supports student success. The [Student Safety and Wellbeing](#) team offers free and confidential support for students who have been impacted by sexual assault or sexual harassment (directly or indirectly) as well as a range of other concerns that may impact on a student's engagement and experience while at ANU, including:

- Mental health
- Financial concerns
- Relationship issues
- Conflict management
- Transitioning to university
- Isolation and loneliness
- Navigating ANU

The service's Case Managers have backgrounds in health, social work, counselling and human services. Case Managers work from a person-centred and trauma informed clinical framework and aim to provide coordinated support, information and referrals for students.

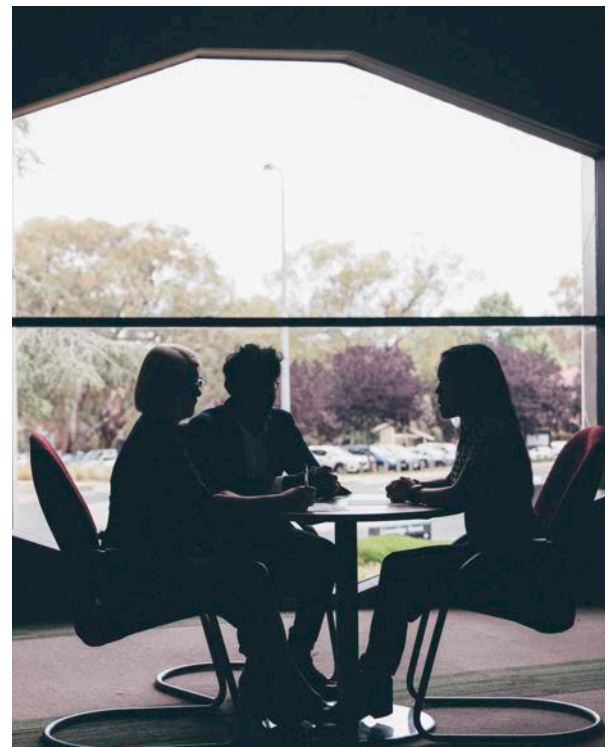
The Student Safety and Wellbeing Team monitors the University's online disclosure form. The University provides two pathways for disclosures:

- Pathway one provides the opportunity for the person who has experienced sexual assault or sexual harassment to provide their contact details to a Student Safety and Wellbeing Case Manager.
- Pathway two provides the opportunity to complete a de-identified disclosure.

The primary purpose of disclosure is to provide a person who has experienced sexual assault or sexual harassment with coordinated support, appropriate information and referrals to relevant services at ANU and in the broader community. A secondary purpose is to improve the university's understanding of the prevalence of sexual assault and sexual harassment through improved information collection.

All disclosures are treated respectfully and confidentially with the Case Manager guiding their engagement according to the wishes of the person who has experienced the behaviour.

The [Health, Safety & Wellbeing](#) website provides several initiatives, programs and resources that will support your physical, social, spiritual, and mental health and help you to maintain a healthy lifestyle during your studies.



5. Sexual harassment and sexual assault response and support

5.2. Respectful Relationships Unit

[The Respectful Relationships Unit \(RRU\)](#)

focusses on the prevention of sexual assault and sexual harassment in the ANU community. As part of the University's commitment to building a safe and respectful community, we drive positive, sustainable change through evidence-based education and cultural change.

The RRU team provides professional services - including education, community engagement, capacity building, consultation, and planning facilitation - that support ANU communities to change culture and effectively address the drivers of sexual assault and sexual harassment.

Established in 2019, the RRU previously supported members of the ANU community who had experienced sexual harassment and/or assault. In 2021 this specialist service was relocated to the newly formed Student Safety and Wellbeing team where expert Case Managers can provide confidential and comprehensive support.

5.3. What does that mean for you?

All members of the ANU Community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety, and wellbeing of others.

In line with ANU [Sexual Misconduct Policy](#), residents are encouraged to disclose any incidents of sexual misconduct they have witnessed to staff or senior residents, and to intervene where it is safe to do so. Residential staff will then make a formal disclosure following the directions on the ANU webpage for [Disclosure of Sexual Misconduct](#).

This is a confidential process, where the name of the person who has experienced harm or the person responsible for the harm will not be shared without the survivor/victim's consent. This process allows the person who experienced the harm or those supporting them, to access appropriate support and information from the Student Safety and Wellbeing Case Managers.

Rumour – make it stop with you

In a large community, such as at ANU Residences, with so many people living and working in such close proximity, rumour has the potential to cause great personal hurt and considerable damage to the community as a whole. As with physical bullying, there are no innocent bystanders with hurtful rumours. Simply hearing and reacting to the rumour, and letting it continue, makes a person almost as responsible for its damage as the person who started it.

When confronted with a rumour, question the source of the information. If you are not getting clear answers, do not share the information and let others know you will not take part.

You should not participate in dissemination of information that may be hurtful to another, even if it seems valid. Discuss the matter with a friend or the Residence Management to ensure that the effect of the information on the lives of others is minimised.

[ANU Respectful Relationships Unit](#) and [Student Safety and Wellbeing team](#) support students in achieving the best experience during their time at ANU.



6. Alcohol, drugs and smoking

There is a general social and legal tolerance of alcohol consumption in Australia for people over the age of 18.

Drinking alcohol is permitted in ANU Residences, if and only if, consumed in a responsible manner. Regardless of where the alcohol is consumed, ANU Residences operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.

The decision to consume, or not consume alcohol is a personal one. However, drinking alcohol should not cause stress, intimidation, or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomfort.

Policies on alcohol within ANU Residences are informed by the ANU [Liquor Statute](#) and [Australian Guidelines to Reduce Risk from Drinking Alcohol](#).

The Residence will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms.

6.1. Rules for alcohol consumption

Residents (and their guests) are prohibited from engaging in the following activities within the Residence, on the grounds of the Residence or at events sponsored by the Residence:

- a. possessing or consuming alcohol if they are under the age of 18 years
- b. selling or supplying alcohol to anyone under the age of 18 years
- c. putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable
- d. using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice
- e. manufacturing alcohol
- f. participating in, organising, or supporting any activity that encourages the rapid consumption of alcohol e.g. drinking games, or competitive drinking
- g. excessive consumption of alcohol
- h. prizes or incentives in the form of alcohol for any event or competition
- i. marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance
- j. accepting sponsorship on behalf of the Residence or entities established under the auspices of the Residence from companies associated with alcohol.

6. Alcohol, drugs and smoking



6.2. Excessive consumption of alcohol

Follow-up action will be taken by the Residence Management if your excessive consumption of alcohol results in:

- a. physical or psychological harm to yourself or others
- b. intervention by security, emergency services (police, fire, or ambulance) or a staff member
- c. damage to property
- d. damage to the reputation of the University and of the residences within the University and the wider community
- e. any other behaviour deemed to be in contravention of this Handbook or your Occupancy Agreement.

Safety and wellbeing of all residents will be prioritised in responding to such incidents. We will look for solutions that facilitate learning and personal development of residents involved.

6.3. Events where alcohol is served

All events organised for residents where alcohol is served, held in or outside the Residence, must receive prior approval from the Residence Management and the Facilities and Services Division through a formal approval process (in accordance with the current ANU Liquor Statute, policies and procedures, as amended from time to time, and/or any related policies).

In doing so, event organisers will be guided to ensure that their event:

- a. does not involve any prohibited activities mentioned above
- b. complies with the current ANU Liquor Statute (updated from time to time) and/or any related policies and procedures
- c. provides staff or approved students who have successfully completed Responsible Service of Alcohol (RSA) training/abide by RSA guidelines
- d. provides an adequate amount and type of food in respect to expected participant numbers and timing of the event
- e. provides equal access to non-alcoholic beverages
- f. provides access to drinking water for attendees free of charge

6. Alcohol, drugs and smoking

6.4. Drugs

a. As a resident of the ACT you are subject to the applicable laws of the Commonwealth and the ACT. These laws include the prohibition of the possession, manufacture, supply, and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:

- cannabis (in any form) is a controlled drug under Commonwealth law and it is an offence to possess, cultivate, sell, or manufacture controlled drugs under Commonwealth law, and
- only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.

b. You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongs.

c. Breaches of law in regards to drugs will be a breach of your Occupancy Agreement and may lead to police intervention.

d. The Residence will be responsive to the needs of residents with drug related problems through appropriate support and referral mechanisms.

6.5. Smoking

In line with the ANU [Smoke-Free Policy](#), smoking is not permitted on University grounds. Electronic cigarettes (vaping) and all tobacco related products fall under this Policy.

6.6. Legal Highs

Possession and/or consumption of legal highs such as nitrous oxide (NOS) is prohibited in our Residences. Non-compliance will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.



7. Fee, re-admissions, transfers and departures

7.1. Fee payment

- a. You may pay your rent, either a semester or year in advance, or by regular fortnightly Direct Debit payments according to the Schedule of Fees, during the Occupancy Agreement period.
- b. If you are unable to make a payment, you must discuss the matter with the Residence Management and state your case in writing at least three days before the rent due date.
- c. A late payment may be approved in exceptional circumstances and as determined by the Residence Management.
- d. If you have a debt to the Residence and you have not negotiated a suitable financial agreement, you may be refused permission to place any other optional charges on your account until the debt is settled.
- e. Your Occupancy Agreement provides that if you owe arrears at the termination of this Agreement or are in arrears for more than 7 days, and the arrears exceed your Room Deposit the University may place a negative service indicator on the your academic record that will prevent the release of results, academic transcripts and/or the your eligibility to graduate.

7.2. Readmissions policy (Returners)

- a. As a resident you are offered an Occupancy Agreement and a place to live up to one year, pending your residence specific contract length and terms.
- b. A return to on-campus accommodation/ a re-admission is not automatic and is subject to an application process.
- c. Review of your re-admission application will include a consideration of your involvement in the Residence life, conduct and compliance to the rules outlined in this Handbook, and your rental payment track record.
- d. Returning to your current room, or even to your current residence, is not guaranteed. The returner application process does allow residents to return to different Residences in the following year.
- e. Depending on the number of new applications received each year, the number of returner spaces may be limited and current residents may be offered accommodation in an alternative residence for the following semester.
- f. The University accommodation website will provide an overview of the process.

7. Fee, re-admissions, transfers and departures

7.3. Inter-Residence Transfers

- a. It is understandable that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy. Residents are offered the opportunity on a set bi-annual basis to apply to transfer to another on-campus Residence.
- b. It is important to note that number of transfer applications is limited and the transfer is not guaranteed and will only take effect in the following semester.
- c. In drafting your transfer application, please provide as much information as possible – including your contribution to the University and the activities that you have participated in.
- d. Transfer fees will apply.

7.4. Departures

- a. At the end of an Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure.
- b. The following must be completed upon departure.
 - Your room must be left neat, clean, dusted, vacuumed, and all rubbish removed. All 3M hooks, posters, stickers etc. must be removed from all surfaces and fittings. If you believe removal will cause damage, please talk to your Residential staff for assistance.

- All allocated space in communal areas (e.g. fridges, kitchen cupboards) must be emptied and cleaned.
- If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
- Bicycles, scooters, and any other transportation equipment must be removed from the premises.
- c. Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
- d. After checking out, you may not stay with a friend in Residence unless they have received permission from Residence Management.

7.5. Room changes

- a. Room changes are subject to availability and will be at the discretion of Senior Residence Management.
- b. Room changes during the academic year are only granted in special circumstances, and fees may apply.
- c. You cannot move rooms without the permission of Senior Residence Management.
- d. A resident may be required to move rooms by the Residence Management, during the academic year, for well-being or safety issues. If you are required to move rooms, the Residence will endeavour to assist you in the process where practical, and will provide a reasonable timeframe for completion of the move.

7. Fee, re-admissions, transfers and departures

7.6. IT provision and advice

a. Our Residences all provide a WiFi network primarily for study, but we also recognise the use of this network for personal use in your room. This WiFi is ANU Resnet, which is separate from the wider ANU secure WiFi network. Some residences also provide a hardwired network facility in your rooms (Ethernet).

Use of either of the ANU WiFi networks needs to meet the acceptable use set out in the [Acceptable Use of Information Technology](#) Policy. Any breach of this Policy will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

There are a number of steps every resident can do to help ensure the connection remains stable for you and for all residents.

- Avoid connecting non-acceptable items, like 4G dongles, home WiFi routers and ad-hoc networks, to the WiFi or Ethernet ports. These additional connections interfere with the WiFi signal across the residence.
- Minimise the number of WiFi speakers as these can interfere with the WiFi signal.
- Do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our WiFi routers and can reduce the number of available channels for other users.
- Check the WiFi network as your device may remain connected to ANU Secure when you return to your Residence. Turn off your WiFi connection and reconnect to ANU Resnet.

b. If you continue to experience WiFi connection issues after taking all these steps, notify your Residence of the issue and log a ticket with the ANU IT Service Desk.

7.7. Student damage

a. The security deposit you paid at the confirmation of your booking is held in an account on your behalf for the term of your residency.

b. Please carefully read the room Condition Report provided to you at the start of the occupancy and notify the Residence immediately if you find any damage or loss of inventory not specified in the report.

c. Your room will be checked at the end of the year and any damage or loss of inventory, not noted on the Condition Report, will be attributed to you. In this case, you will be charged for the repair of that damage and/or replacement of missing or broken inventory.

d. Please notify the Residence Front Office, if you notice any damage to items or facilities outside of your room.

e. If you cause damage in a common area, notify the office immediately and they will discuss and decide if a damage charge should be applied.

f. Please review the Schedule of Fees for other fees and charges that can be applied to your account.

8. Useful contacts

1. **ANU Student Safety and Wellbeing team**
Ph: 02 6125 2211
Email: student.wellbeing@anu.edu.au
2. **ANU Counselling**
Open 9am – 4:45pm every weekday
Ph: 02 6125 2211
3. **ANU Wellbeing and Support Line**
Call 1300 050 327 or text 0488 884170 (available 24/7)
4. **ANU Security**
Available 24/7
Ph: 02 6125 2249
5. **Australian Federal Police**
000 for emergencies, 131 444 for non-urgent police assistance
6. **Tenancy Advice Services (Division of Legal Aid ACT)**
Ph: 1300 402 512
Email: TAS@legalaidact.org.au
Website: www.legalaidact.org.au/tsact
7. **Legal advice bureau**
Open 12:30 to 2 pm every weekday
Ph: 6274 0300
Website: <https://www.actlawsociety.asn.au/for-the-public/legal-help/legal-advice-bureau>
8. **Canberra Community Law**
Ph: 6218 7900
Email: info@canberracommunitylaw.org.au
Website: <https://www.canberracommunitylaw.org.au>
9. **Conflict Resolution Services**
Ph: 6189 0590
Website: <https://crs.org.au>
10. **ACT Human Rights Commission**
Ph: 6205 2222
Email: human.rights@act.gov.au
Website: <https://hrc.act.gov.au/>
11. **ACT Civil and Administrative Tribunal (ACAT)**
Ph: 6207 1740
Email: tribunal@act.gov.au
Website: www.acat.act.gov.au
12. **Sexual Violence Support**
1800 RESPECT – 1800 737 732 (Available 24/7)
Canberra Rape Crisis Centre – 02 6247 2525 (Available 7am – 11pm daily)
13. **General Support Services**
Lifeline – 13 11 14 (available 24/7)
QLife – 1800 184 527 (3pm – 12 am every day)